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AGENCY CONTACT MEMORANDUM

To: Agency Contacts

From: Jim Barnhart, Deputy Commissioner
             Robin Morley, Deputy Commissioner
             Commonwealth Office of Technology

Date: July 21, 2010

Subject: COT FY11/12 Rates and Service Offerings

Commonwealth Office of Technology (COT) is pleased to announce three changes in Fiscal Year 11/12 service rates and offerings to assist agencies in managing their total cost of IT operations:

Enterprise Server z/OS Rate Reductions
FY11 rates for the z/OS Enterprise Server will be lower than previously published effective with the July 2010 monthly billing cycle. The new rates will be $1,550 for Enterprise Server Offline services, billed by CPU hour (MN10/30) and $35 for Enterprise Server On-line services, billed by CPU minute (MN20).

This reduction is associated with the z/OS Enterprise Server upgrade that occurred earlier this spring and continues the trend of decreasing rates coupled with increased Enterprise Server processing power.

Digital Subscription Line (DSL) Service
In response to strong customer requests, COT will continue to offer DSL services (DC40) at the monthly rate of $100 per line per month. This will allow those agencies that want to continue to access the Commonwealth's private network to do so.

For agencies desiring to continue DSL services through COT, no action is required. If your agency has already transitioned to other DSL service providers, please notify the Commonwealth Service Desk (by phone or email) prior to July 30, 2010. When doing so, please specify the DSL telephone number to be

disengaged from the Commonwealth's private network, along with the street address, city and effective date of the disconnect.

Remote Backup Service
COT now offers a remote backup service (ST70) targeted to servers located outside of the Frankfort campus as well as sites with slower network connections. This service is offered for $0.0025/megabyte protected per month and includes a tape-free backup system, maintenance and support from COT, initial client installation and configuration and scheduling of daily backups for each server (if necessary).

More information about COT services is available on the web at http://technology.ky.gov. Questions, requests for technical assistance, and/or changes in service should be directed to the Commonwealth Service Desk at CommonwealthServiceDesk@ky.gov or by dialing (502) 564-7576.